

FOR OFFICIAL USE

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G

KU PS

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0020/402

NATIONAL
QUALIFICATIONS
2008

WEDNESDAY, 7 MAY
10.20 AM – 11.35 AM

ADMINISTRATION
STANDARD GRADE
General Level

Fill in these boxes and read what is printed below.

Full name of centre

Town

Forename(s)

Surname

Date of birth

Day Month Year

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Scottish candidate number

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Number of seat

Answer **all** the questions you can, in the spaces provided.

Read each question carefully before you answer it.

Write your answers clearly.

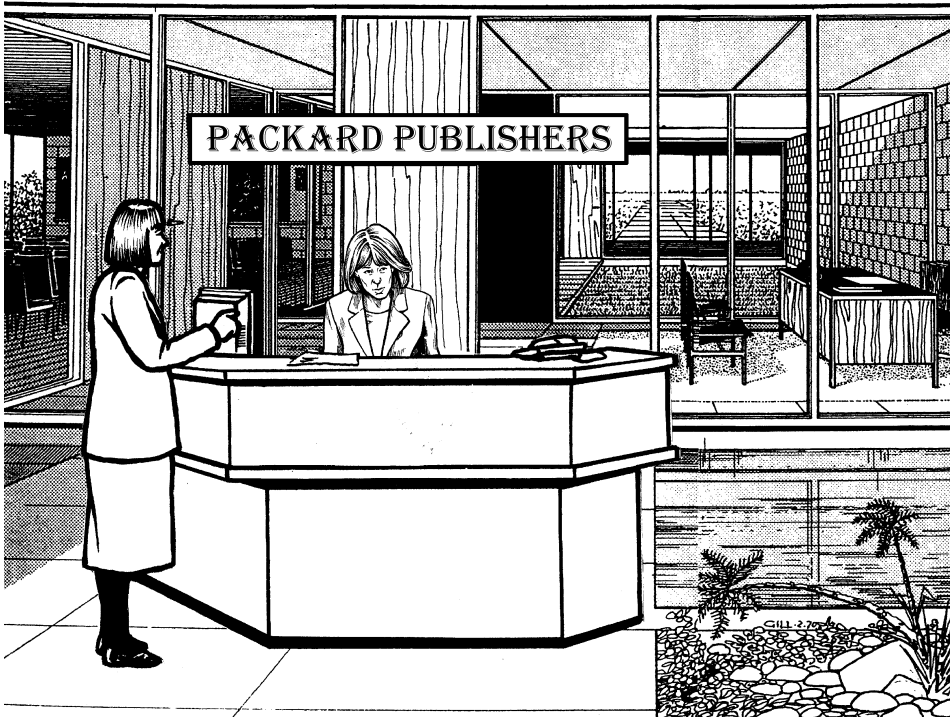
Before leaving the examination room you must give this booklet to the invigilator. If you do not, you may lose all the marks for this paper.



Marks

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1. Josephine Law is the receptionist of Packard Publishers.



(a) Why is it necessary for Josephine to keep a Reception Register?

1

(b) Josephine is also responsible for making/updating appointments using an electronic diary.

Describe 2 benefits of an electronic diary.

Benefit 1 _____

Benefit 2 _____

2

2. Suggest an appropriate method of sending the following mail. Give a **different** method for each.

(a) A legal contract required by our solicitors in London tomorrow

(b) An order for replacement parts for the printer which are required urgently

(c) The details of the next training course to all relevant staff

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3

3. Describe **one** task which would be carried out by each of the following.

(a) IT Support Technician

(b) Sales Manager

2

4. Describe **2** advantages of using the Internet as a source of information.

Advantage 1 _____

Advantage 2 _____

2

Marks

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5. Recently, the following problems were experienced by Galbraith Manufacturing. Suggest **one** way in which **each** of these problems could be solved.

Give a **different** solution for each.

(a) A manager could not be contacted whilst travelling to a meeting.

(b) Customers are unable to place orders when the office is closed.

(c) Some members of staff have experienced difficulties locating electronic files previously saved.

(d) All staff can access each other's e-mails.

4

6. Explain the following terms.

Videoconferencing

E-commerce

2

7. Describe **2** advantages of using a spreadsheet when calculating employee wages.

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Advantage 1 _____

Advantage 2 _____

2

8. (a) Suggest **3** health and safety problems which may arise when using **ICT** equipment.

Problem 1 _____

Problem 2 _____

Problem 3 _____

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3

(b) Suggest how **each** of the above problems could be solved.

Solution 1 must match Problem 1 and so on.

Solution 1 _____

Solution 2 _____

Solution 3 _____

3

[Turn over

[Turn over for Question 10 on *Page ten*

Marks

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10. Fleming Insurance has recently introduced flexible working.

(a) (i) Suggest **one** advantage **to an employee** of flexitime.

1

(ii) Suggest **one** advantage **to an employer** of flexitime.

1

(b) Describe the following work areas found within a flexible office space.

Hot room

Touchdown area

2

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10. (continued)

(c) The following problems have been identified at Fleming Insurance. Suggest **one** way in which Fleming Insurance could solve each of the problems. Give a **different** solution for each.

(i) Homeworkers are not being informed about decisions made at meetings.

(ii) Employee absence rates have increased because employees do not have the necessary skills to keep up-to-date with the changes in technology.

(iii) Members of staff are preparing letters and memos in different styles.

(iv) Postage costs are high due to the large number of claim forms sent to customers.

4

[Turn over

11. The following problems have recently been experienced at Brand & Hanlon.

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Explain how these problems could be avoided in future.

(a) A computer virus has infected the organisation's network.

(b) A confidential file has been deleted by an unauthorised member of staff.

(c) Some members of staff did not leave the building during last week's fire drill.

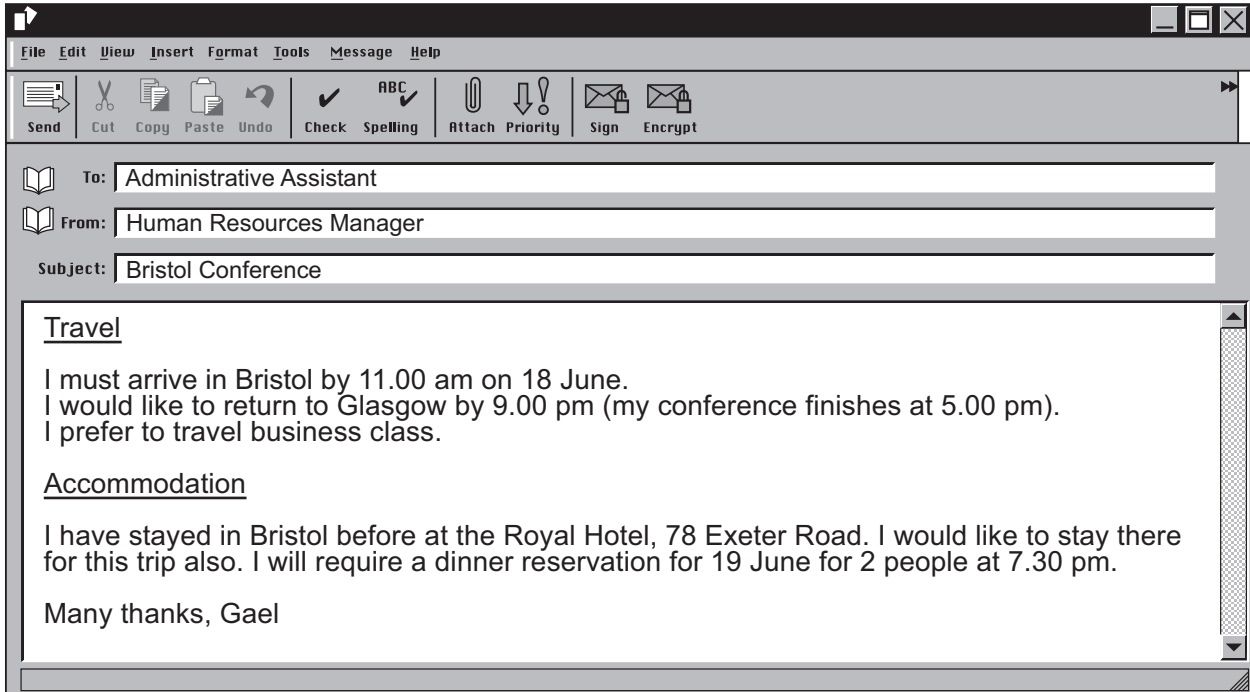
3

[Turn over for Question 12 on *Page fourteen*

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12. You are the Administrative Assistant to Gael Higgins, Human Resources Manager of Rosebank plc. She will be attending a conference at Head Office in Bristol from Wednesday 18 June to Friday 20 June 2008.

She e-mails you the following information.



- (a) Advise Gael on how to pay for dinner on 19 June.

1

You access the following flight information.

FLIGHT TIMETABLE – Simply Flights					
Glasgow – Bristol					
<i>Monday to Friday</i>			<i>Saturdays and Sundays</i>		
<i>Flight No</i>	<i>Depart</i>	<i>Arrive</i>	<i>Flight No</i>	<i>Depart</i>	<i>Arrive</i>
SF1465	0845 hours	1000 hours	SF1463	0945 hours	1100 hours
SF1467	1515 hours	1630 hours	SF1469	1635 hours	1750 hours
SF1471	2050 hours	2205 hours			

FLIGHT TIMETABLE – Simply Flights					
Bristol – Glasgow					
<i>Monday to Friday</i>			<i>Saturdays and Sundays</i>		
<i>Flight No</i>	<i>Depart</i>	<i>Arrive</i>	<i>Flight No</i>	<i>Depart</i>	<i>Arrive</i>
SF1464	0705 hours	0820 hours	SF1468	1435 hours	1550 hours
SF1466	1335 hours	1450 hours	SF1474	2010 hours	2125 hours
SF1472	1910 hours	2025 hours			

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12. (continued)

(b) Using **all** of the information given, complete the following Travel and Accommodation Order Form to send to the Travel Agent.

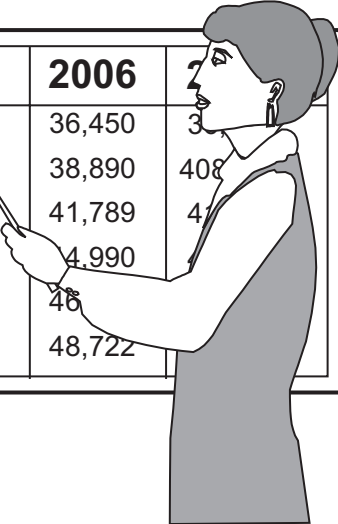
TRAVEL AND ACCOMMODATION ORDER FORM			
EMPLOYEE DETAILS			
Name:	<i>Gael Higgins</i>		
Job title:	<i>Human Resources Manager</i>		
TRAVEL			
Departing from:	<i>Glasgow</i>	to:	<i>Bristol</i>
			Return/ Single
<u>Outward Journey</u>			
Departure date:		Departure time:	
<u>Return Journey</u>			
Return date:		Return time:	
Preferred form of travel:			
Special request(s):			
ACCOMMODATION			
Name and address of accommodation:			
Number of nights accommodation:			
Special request(s):			
Signed:			
Date:			

5

13. Heather Bell is the Sales Manager of Cameron & Son. Heather presents these sales figures to the employees in the Sales Department.

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2004	2005	2006	2007
34,000	34,000	36,450	38,990
35,890	38,890	38,890	40,678
36,789	40,745	41,789	41,342
38,990	43,970	44,990	46,722
40,678	44,629	46,722	48,722
41,342	47,562	48,722	

Suggest 2 ways in which Heather could improve her presentation (your answer should refer to equipment/software).

1 _____

2 _____

2

14. Mark Andrews, a student at Hythe College, wishes to produce a College magazine.

Mark is unsure how to complete this task.

Suggest and describe the use of one item of software and one item of equipment which Mark could use.

Item of software _____

Item of equipment _____

Marks

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4

15. Describe a task that could be carried out by the Human Resources Department using the following software applications.

Each task described must be **different** and **specific** to the Human Resources Department.

Spreadsheet _____

Database _____

Word Processing _____

3

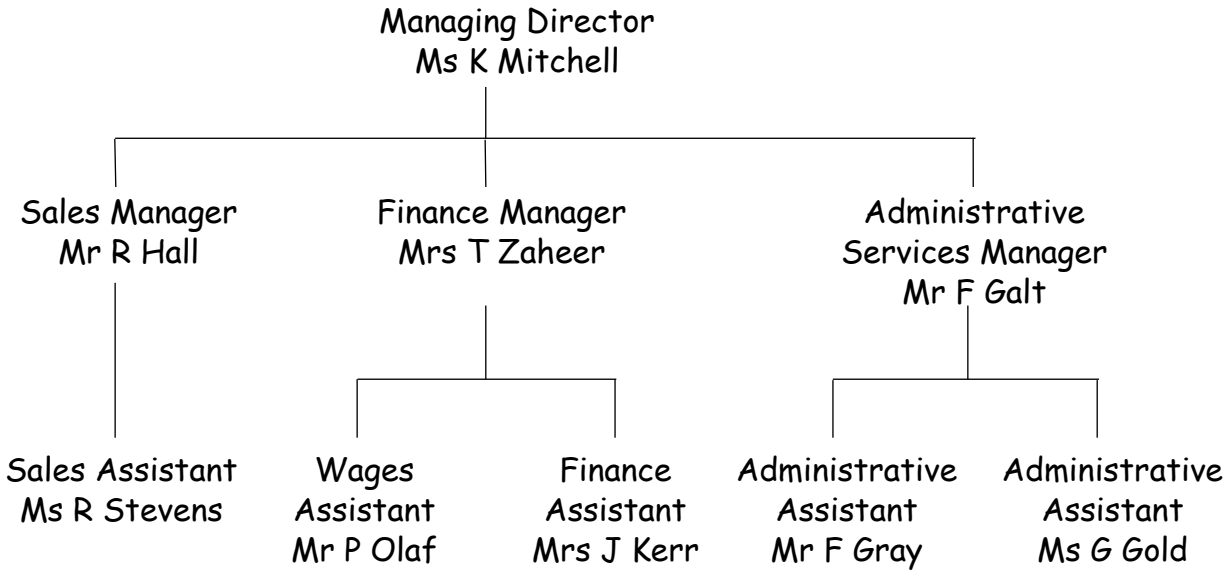
[Turn over for Question 16 on Page eighteen

16.

Marks

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Organisation Chart of Mitchell Food Company



(a) Using the above organisation chart, identify **2** promoted members of staff who have the same level of responsibility.

1

(b) Using this organisation chart, give an example of **2** members of staff who have a line relationship.

1

(c) What is meant by the term “span of control”?

1

[END OF QUESTION PAPER]

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